

Frequently Asked Questions

What if I forget my access card?

If you forget your access card, you will have to pull a ticket to enter the ramp and pay to exit. The attendant will not open the gate for staff that forget access cards. Park in your assigned parking spot.

What if my access card isn't working when I scan it at the parking equipment?

Pull a ticket to get into the ramp and keep it. Contact your parking coordinator about the problem right away so we can troubleshoot the issue. In most cases you will not be required to pay for the daily parking fee.

What should I do if the gate is open already when I am entering or exiting?

Please scan your access card to enter. The database keeps track of whether you are in or out of the ramp. If you do not scan in when entering, you will have problems when you want to leave as the database has no record of you entering the parking ramp.

What if I ride with my spouse and need to leave during the day to go to an appointment?

The parking system is setup with an anti-pass back function which means that the access card utilized to scan in must be the card utilized to scan out of the parking ramp.

What does it mean when the parking equipment states COMPANY EXCEEDED?

This means that your card is linked to a carpool or rideshare with other access cards and a member of the carpool or rideshare has already scanned into the parking ramp. You will not be able to enter the parking ramp.

What if I am going on vacation and I want to let someone else use my spot?

Contact your parking coordinator and let them know the dates of your vacation and the card number, first/last names, and the agency of the person that will be using your stall. DOA will permit this ONLY IF the subscriber will be gone for 5 or more consecutive business days. The subscriber is the only one who can request this.

What if I have to work a weekend/late night and I am not an active parking subscriber?

Non-monthly parkers should not utilize the parking ramp. The ramp will be closed on Saturdays, Sundays & State Holidays. The visitor ticket functionality will be turned off, so you will have to find alternate parking.

What should I do if I come in and somebody is parked in my spot?

Note the make/model of the car in your spot. Park in visitor parking and contact your parking coordinator with the details.

Who should I contact for cleaning, maintenance or miscellaneous complaints?

Please contact your agency parking coordinator.

What if I want to rideshare with my spouse or coworker?

Send your parking coordinator with the other person's name, agency, & access card number. Your badge will be "linked" to a carpool or rideshare so only one of you can be in the ramp at a time. You MUST use the same badge to exit the parking ramp as you used to enter that day.

What if I am not an active parking subscriber but I drive myself every once in a while, may I park in the ramp?

No. Visitor parking is not to be used by employees permanently located at the HF building. You will have to utilize street parking.

What are the clearances within the parking ramp?

The first floor as you enter is 8'4" and is marked as such at the entry. Other areas throughout the ramp as you leave 1st floor are marked 7'0" clearance.

How many visitor stalls are available in the parking ramp?

107 Visitor stalls are available in the parking ramp.

Is there a way for a visitor to know if there is visitor parking available in the garage?

A visitor ticket will not be dispensed until a stall is available. Signage will also be available when the parking ramp visitor stalls are full.

Where will the parking rates be posted?

Signage showing parking rates will be available at the ramp mid-February at both entrances. We'll also add this to our DOA Webpage and send you the link once it's live.

If the accessible stalls in front of the building are full, are there other options for visitors?

Currently, those are the only ADA visitor stalls available, however if ADA stalls are vacant in the ramp, we could provide signage for ADA visitors and a validation sticker could be provided to fully pay the parking rate.

How are bikes supposed to enter the garage – drive right in or will they have to get card access?

The North entrance has a bike lane that will be open from 6am-6pm. All staff should also have access to the parking ramp pedestrian doors if needed afterhours.

Will there be a process to reserve a large number of visitor stalls (e.g. if there is a large stakeholder meeting)?

Not at this time – however there are 107 visitor stalls available in the ramp.

Can visitors enter the North and West entrance? Will there be signage to direct them to the visitor parking in the garage?

Yes, on both accounts.

When will validations be available?

DOA can provide availability dates once validations are requested and programming is scheduled for those validations. If you have the validation request information please get that in as soon as possible so we can start working on these.